2009 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2008 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Aetna Health, Inc.	0	0	0	0
Aetna Life Insurance Company	8	3	5	0
Boston Medical Center HealthNet Plan	2	n/a	n/a	n/a
Blue Cross and Blue Shield of Massachusetts, Inc.	44	19	22	3
Blue Cross and Blue Shield of Mass. HMO	84	46	37	1
CIGNA HealthCare of Massachusetts, Inc.	0	0	0	0
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	0	0	0	0
ConnectiCare of Massachusetts, Inc.	1	0	1	0
(Consolidated Health Plans)				
Nationwide Life Insurance Company	0	0	0	0
Fallon Community Health Plan, Inc.	13	0	9	0
Fallon Health & Life Assurance Company	4	0	2	0
Assurant Health				
Time Insurance Company	0	0	0	0
Union Security Insurance Company	0	0	0	0
John Alden Life Insurance Company	0	0	0	0
Genworth Life and Health Insurance Company				
The Guardian Life Insurance Company of America	1	n/a	n/a	n/a
Harvard Pilgrim Health Care, Inc.	37	18	16	0
Harvard Pilgrim Insurance Company	37	18	16	0
Harvard Pilgrim Health Care of New England, Inc.				
Health New England, Inc.	2	0	0	0

Neighborhood Health Plan, Inc.	1	1	0	0
Neighborhood Commonwealth Care Plan	3	1	1	1
Markel Insurance Company	0	0	0	0
Combined Insurance Company	0	0	0	0
Pioneer Health Network				
First Health Network				
Trustmark Insurance Company	0	N/A	N/A	N/A
Tufts Insurance Company	2	1	1	0
Tufts Associated Health Maintenance Organization, Inc.	30	15	15	0
UNICARE Life and Health Insurance Company	1	n/a	n/a	n/a
United HealthCare Insurance Company	3	2	0	1
United Healthcare of New England, Inc.	2	2	0	0
Network Health	0	0	0	0

Massachusetts Department of Public Health   Office of Patient Protection